



**Bureau for Private Postsecondary Education**  
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## **Announced Compliance Inspection Report**

**Desk Inspection Completed:** 06/25/12 **Date(s) of On-Site Inspection:** 01/08/13

**Desk Inspector Name:** Roxana Aalberts

**On-Site Inspector Name:** Nicole Vinh

**Institution Owner:** Ms. Thanh Le (100% owner)

**Name of Institution:** Thanh Le College, School of Cosmetology

**Street Address:** 12875 Chapman Avenue

**City:** Garden Grove **Zip** 92840 **Phone Number:** 714-740-2755

**Institution Code:** 3005091 **School Code:** 3005091

**Institutional Contact:** Ms. Joanna Chiapparine **Title:** Director, CAO, COO

### **BRIEF OVERVIEW**

The California Education Code, Title 3, Division 10, Part 59, Chapter 8 (the Act) and Title 5, California Code of Regulations, Division 7.5 (Regulations) mandate the Bureau for Private Postsecondary Education (Bureau) to perform announced and unannounced compliance inspections of institutions.

This announced compliance inspection was performed in two phases.

1. Desk Inspection: The institution submitted to the Bureau requested documentation and responses related to minimum requirements for the Student Tuition Recovery Fund (STRF), institution catalog, enrollment agreement, administration, admissions, educational programs, and faculty. After the Desk Inspector reviewed and analyzed the institution's level of compliance, the institution was scheduled for an on-site inspection.
2. On-site inspection: The On-site Inspector performed a visual inspection of the campus; reviewed institutional records, policies, and procedures; interviewed key institution administrators and faculty; and administered an anonymous student survey.

### **INSPECTION DETAILS**

**SITE REVIEW:** A visual inspection of the institution and interviews with key staff members was conducted. The site review included a tour of the institution which included classroom instruction, lab/work areas, library or learning resource center, storage areas, along with a review of necessary building permits and discussion with key staff members.

**Findings:** Thanh Le College, School of Cosmetology is a 5,000 square-foot leased building comprised of reception area, financial aid office, administrative office, salon area with 60 stations and shampoo

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*Disclaimer: Although the compliance review was thorough, it cannot be assumed to be all-inclusive. Therefore, the absence of comments regarding institutional practices, policies and procedures should not be construed as acceptance or approval of those procedures or practices. Further, the absence of such statements does not limit or lessen the institution's obligation to comply with all the statutory provisions and regulations governing the Bureau for Private Postsecondary Education.*

area (10 shampoo bowls), facial room (includes skin care area and theory room, facial lounges, wax lounge and sink), supply and stock room, laundry room, student lounge (tables, chairs and microwave only), student lockers and rest rooms. Instruction was the primary focus of the resources and services of the institution. Direct instruction of students was in progress. School library is located in financial aid office and includes two shelves of books, magazines, CD-roms, videos and DVDs on skin care, cosmetology and nail care which students may check out. Institution accepts customers on Tuesdays through Saturdays; all work is performed by supervised students. Valid permits were reviewed. City of Garden Grove Business Tax Certificate issued on 3/05/12. Garden Grove Fire Department inspection issued on April 2012. Fire extinguisher tag from Mobile Fire Extinguisher Company West shows annual maintenance performed on April 2012. Fire escape plan map posted in main classroom. General Commercial Lease, executed on 11/29/01, by Irwin & Padelford Development Company. No minor violations detected. ←

**ADMINISTRATION:** A visual review of institutional records and procedures along with interviews with key staff members was conducted. The inspection included checking for compliance with minimum requirements related to institutional policy, procedures, and documentation as they relate to personnel, administration, Student Tuition Recovery Fund (STRF) reporting, the institution catalog, the institution enrollment agreement, admissions, student records, educational programs, faculty, and advertisements.

- **Personnel and Administration:** Institutional policies and records were reviewed and interviews with key administrators were conducted to determine compliance with minimum requirements related to administrative personnel, policies, and fair business practices.

**Findings:** Institution was not compliant with minimum requirements related to personnel, administration, policies and fair business practices.

Minor violation detected as follows:

- **§71760, Self-Monitoring Procedures**—Institution did not develop and maintain adequate procedures used by the institution to assure that it is maintained and operated in compliance with the Act and this Division.

- **STRF Reporting:** A review of institutional records that support the four previous reporting quarters of STRF submissions was conducted.

**Findings:** School provided STRF Assessment Reporting Form for 3rd Quarter 2012, as well as records of student information; however, it did not contain all 13 required data elements to substantiate the data reported on the Assessment Reporting Form.

Minor violation detected as follows:

- **§76140(a), Record-Keeping Requirements** – Record of student data information was not in the correct format and did not contain all of the required data elements:  
(1) Student Identification Number, (3) Email address, (4) Local or mailing address, (5) Address at time of enrollment, (7) Date enrollment agreement signed, (8) Course and Course Costs, and (10) Quarter in which STRF assessment was remitted to Bureau.



- **Catalog:** The institution catalog was reviewed for conformity with minimum requirements of the Act and Regulations.  
**Findings:** Catalog consisted of detailed information with regards to institution mission, academic policies, approved programs, description and outline of courses, and tuition and fees. No minor violations detected.
- **Enrollment Agreement:** The institution enrollment agreement was reviewed for conformity with minimum requirements of the Act and Regulations.  
**Findings:** Enrollment agreement contained necessary requirements pursuant to the Act and Regulations. No minor violations detected.
- **Admissions:** A review of admission standards, fees, and procedures was performed; and interviews with key Admission personnel were conducted.  
**Findings:** Institution does participate in federal and state financial aid. School maintains appropriate and necessary policies regarding cancellations, withdrawals and institutional refunds. However, institution was not compliant in regards to admissions standards and uniform data reporting on School Performance Fact Sheet.

**Minor violations detected as follow:**

- **§71770(a)(1), Admissions Standards and Transferred Credits Policy** – Catalog’s policy on Admissions Requirements for “Non-Financial Aid Students” does not require documentation of high school diploma, GED, ATB or its equivalent.
- **§94910(a)-(g), Minimum Requirements for School Performance Fact Sheet** – School provided SPFS, but it did not contain, at a minimum, the required information as it relates to the educational program per items (a) through (g).
- **§74112, Uniform Data - Performance Fact Sheet** – School provided SPFS, however, the SPFS did not contain only and all of the information required or specifically permitted by section §94910 of the Code.
- **Student Records:** A random sampling of student records for current, graduated, and withdrawn/incomplete students were inspected. The review of student records covered areas of mandatory minimum requirements such as admission qualifications, STRF assessments, properly executed enrollment agreements, disclosures, copies of warnings to students, copies of complaints received from students, contact information, transcripts, records showing minimum requirements met for graduation, and accurate and timely refunds.  
**Findings:** 15 random files were reviewed from current, withdrawn/terminated, and graduate files (each category). Current files contain: enrollment agreements; high school diploma, copy of driver’s license or U.S. naturalization certificate, income tax returns, financial aid documents, FAFSA, school Enrollment Application, Answer Sheet and score for Cosmetology Student Aptitude Test (for admissions testing), and School Performance Fact Sheet (signed and initialed by student and school administrator). Graduate files also contain: Proof of Training Document and/or Student Information sheet which documents certificate obtained,

date of graduation and total hours completed. Withdrawn/terminated files also contain: Notice of Refund and Student Sheet with reason for termination/withdrawal.

~~Note: School catalog Admissions Policy requirements states that for "Non-Financial Aid students", the students must certify they have a "minimum of 10<sup>th</sup> grade education". Institution has not been requiring non-financial aid students to show proof of high school diploma, GED or equivalent. To verify this, inspector requested Financial Aid Officer Ms. Holly Pham to furnish one of their non-financial aid student files. She provided inspector with non-financial aid student file for: MS. Andrea Adan Torres (signed enrollment agreement on 08/14/12, enrolled in Cosmetology). Review of her file does not show proof of high school diploma or GED. This proved institution enrolled this student without having her complete and pass a DOE approved independently administered ATB exam prior to being admitted.~~ *Interviewed for* **A**

Minor violations detected as follow:

- **§71920(b)(1)(A), Student Records** – A review of student files found that institution did not contain verification of passing ATB exams.
- **§94904, Ability to Benefit Students** – Institution is admitting ATB students without having the students take an independently administered exam from the list prescribed by the US Department of Education pursuant to Section 484(d) of the federal Higher Education Act of 1965.
- **Educational Programs:** A quantitative review of the educational program was conducted to verify that the curriculum includes those subject areas that are necessary for a student to achieve the educational objectives of the educational program in which the student is enrolled.  
**Findings:** Institution is approved by BPPE to offer a total of four programs: (1) Cosmetician; (2) Cosmetology; (3) Cosmetology Instructor Trainee; and (4) Manicuring. No minor violations detected.
- **Faculty:** A review of faculty personnel files was conducted to ensure mandated minimum requirements are met.  
**Findings:** Institution employs a total of five faculty members, whose files were reviewed. Faculty files contain: resume, copy of college degrees and/or college transcripts, Certificate of Authorization of Service from former BPPVE, certificates of completion, NACCAS Accreditation Workshop certificate, document verifying C.E.U. credits, and copies of valid and current Cosmetology License from Board of Barbering and Cosmetology. All files contain documentation which shows they possess the minimum requirements and academic, experiential and professional qualifications to teach. CAO file was reviewed for Ms. Joanna Chiapparine who possesses the minimum experience required. Her file contains resume, valid Cosmetology license, certificates of completion and verification of C.E.U. credits. Education: Bachelor's Degree from Cal Poly, Pomona and Associates of Arts degree from Golden West College. No minor violations detected.



- **Advertisements:** A review of the institution's advertisements for the past five years was conducted.

**Findings:** School does not have a general school brochure. Ms. Chiapparine stated the only form of advertisement is school's catalog and public website: [www.thanhlecollege.com](http://www.thanhlecollege.com).

No minor violations detected.

**STUDENT SATISFACTION SURVEY:** Students were anonymously surveyed to obtain feedback on levels of satisfaction related to admissions, financial services, administration, instructors, equipment and facility, library and other learning resources, and their overall educational experience.

**Findings:** A survey was conducted in a *Cosmetology* classroom consisting of 18 students. Of the 18 students surveyed: 100% of students surveyed indicate they feel good about their decision to attend the school. 100% of students surveyed state they would recommend the school to others. 100% of students surveyed indicate they either agree or strongly agree that instructors are knowledgeable in the subject matter, present class information clearly, answer questions in an understandable way, and explain the competencies required for successful course completion and how they will be graded. 94% of students surveyed indicate they either agree or strongly agree that classroom equipment is satisfactory and the facility is consistently clean and maintained. 100% of students surveyed indicate they either agree or strongly agree that the library is useful for completing required assignments, available when needed and accessible during and beyond classroom hours.

#### **PERSONS INTERVIEWED**

<b><u>Name</u></b>	<b><u>Title</u></b>
Ms. Thanh Le	Owner, CEO
Ms. Joanna Chiapparine	Director, CAO, COO
Ms. Holly Pham	Financial Aid Officer
Ms. Maria Snyder	Cosmetology Instructor

#### **OUTSTANDING MINOR VIOLATIONS**

Minor violations detected during the desk and on-site inspections are brought to the institution's attention to provide the institution an opportunity to bring the violation into compliance with minimum requirements prior to the completion of the on-site inspection. The Bureau is mandated to issue, before leaving the institution, a Notice to Comply for outstanding minor violations.

At the conclusion of Thanh Le College, School of Cosmetology's announced compliance inspection, minor violations were detected. Please refer to NTC # CA 3005091 0113.

Submitted by:

  
Nicole Vinh, Compliance Inspector

01/09/13